

AD1550 GENERAL INQUIRIES AND COMPLAINTS

Records documenting the maintenance and tracking of correspondence relating to issues and complaints arising from management, administration or operations at the departmental level at the University.

Includes correspondence received from individuals or groups (internal to the University or from the external community) that consists of complaints or the raising of issues that require a response from the department head or a delegate. Also includes the coordination of a response; tracking of inquiries and complaints and maintenance of the transaction documentation in all formats. May also include the negotiations and resolutions of issues and complaints.

Not used for management of issues and complaints at the university level. See AD1500.

Not used for Community Relations (Municipal or Regional). See AD1600.

Not used for relationships between University and Unions. See Labour Relations AD5500 and AD5600.

Example documents: correspondence.

Correspondence includes paper, email and other electronic communication.

OPR - Unit and Department Head

(Unless otherwise assigned, see below)

NO.	TYPE OF RECORD	Active yr(s)	Semi-Active	Dis-position	Personal Info
30	General Inquiries	AY + 1	0	D	YES
<i>Records consist of general inquiries received from general public for information relating to the department or unit.</i>					
31	Complaint Files	ET + 1	0	DP/D	YES
<i>ET Definition: Complaints resolved or two years passed without activity and no legal implications evident.</i>					
<i>Disposition Plans: Records that have possible legal implications and require advice of university legal counsel to be transferred to EX4300. All other records to be destroyed.</i>					

GLOSSARY

FY = Fiscal Year (May 1 to April 30)

AY = Academic Year (September 1 to August 31)

CY = Calendar Year (January 1 to December 31)

ET = Event Trigger

OPR = Office of Primary Responsibility

DP = Special Disposition Plan

AR = Transfer to Archives

D = Destroy / Delete

PIB = Personal Information Bank